

# COMMUNITY SERVICES MANAGER

**GRADE: 24**

**FLSA: EXEMPT**

## **CHARACTERISTICS OF CLASS:**

The Community Service Manager performs difficult professional and administrative work managing the coordination of Community Service functions for the City. The work requires complete understanding of community and social services with regular contacts with individuals of importance and influence involving considerable tact, discretion and persuasion. The work requires limited physical effort with considerable mental effort and stress handling multiple projects and programs concurrently. The work by nature and scope is subject to functional policies and goals under general managerial direction, participating with others in program development and service delivery. Supervises subordinate staff.

## **EXPECTATIONS OF ALL CITY EMPLOYEES:**

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

## **EXAMPLES OF DUTIES:**

- Leads, supervises, administers and manages the Community Services Division.
- Coordinates and manages social services programs that serve the community in areas of information/referral, emergency assistance, language skills, youth development, crisis intervention, medical/health services, and special projects.
- Networks with Recreation & Parks staff, Neighborhood Resources staff, other City departments, Montgomery County, and non-profit service providers to promote service coordination.

- Performs and coordinates community needs assessments and strategic and long-range planning and program evaluation on an annual basis.
- Coordinates City's grants program to outside agencies including administration, site review and performance/outcome data.
- Coordinates the City's Holiday Drive Program.
- Researches, oversees and coordinates best practices provided by other local, regional and national jurisdictions and the private sector and recommends and implements improvements to City service delivery where appropriate.
- Works with civic groups, parent/student groups and other community organizations in assessing and determining social service needs and desires and implements programs and services to serve those identified needs.
- Establishes program and service goals in conjunction with subordinate staff; monitors goal attainment, performance measures; adjusts program operations and priorities as necessary and appropriate.
- Identifies and applies for grants.
- Recruit, train, advise and supervise other Community Services Division staff, volunteers and part-time staff.
- Analyzes staff workload assignments and makes needed adjustments.
- Manages special projects.
- Serves as liaison to Human Services Advisory Commission.
- Backs up Other Division Functions.
- Reviews reports, papers and other records prepared by staff for clarity, completeness and accuracy.
- Oversees preparation of division budget; monitors expenditures and revenues, accounting and bookkeeping for compliance with the budget plan.
- Coordinates and manages City social services and intervention in crisis situations, such as structure fires, natural disasters, etc.
- Work some evening and weekends as required.
- Performs other duties as required.

## **QUALIFICATIONS:**

### **Required Training and Experience:**

The minimum of a Bachelor's Degree from an accredited university or college in Public, Administration, or Social Work, Psychology, Sociology or a closely related field and any combination of training and experience equivalent to a Master's Degree from an accredited university or college in Public, Business or Social Work, Psychology, Sociology or a closely related field and four years of progressively responsible experience in Public Administration including program management and two years supervisory experience. Two years additional non-supervisory experience may be substituted for the Master's Degree. Local government and/or community and/or social services experience is preferred. Possession of a driver's license valid in the State of Maryland.

### **Preferred Knowledge, Skills and Abilities:**

- Considerable knowledge of the principles and practices of social work, project management and program administration.
- Skill in more than one language desirable.
- Ability to express ideas clearly and concisely, verbally and in writing, to groups and individuals.
- Ability to carry out, without supervision, special and continuing assignments requiring organization of material, development of procedures, and execution of programs.
- Ability to develop comprehensive plans from general instructions.
- Ability to plan, organize, and direct the activities of professional staff, as well as support staff.
- Ability to deal effectively with individuals or groups representing widely divergent backgrounds, interests, and points of view.